

Collins Lake Community Club Policies and Procedures Manual



**Collins Lake Community Club
PO Box 364
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Collins Lake Community Club – Policies and Procedures Manual

Purpose: The Collins Lake Community Club Board of Directors shall develop and adopt formal written policies and procedures for the use in management of the Association and clarification of the By-Laws and Protective Covenants.

1. Board of Directors - Consists of/Duties:

1.1. President:

1.1.1. The President shall be responsible for directing that the policies and procedures for segregation of duties are enforced.

1.1.2. The President or designated alternate shall establish and publish a meeting agenda for each regularly scheduled or special meeting. An attempt shall be made to publish the agenda in advance of the meeting to allow board members to adequately prepare for the meeting. The use of email or personal delivery for distribution is recommended for both expediency and cost savings.

1.2. Vice President:

1.2.1. The Vice President shall periodically provide oversight review of CLCC records to ensure completeness and compliance with established requirements and report findings to the Board.

1.2.2. Perform the duties of the President when the President is unavailable.

1.3. Secretary:

1.3.1. The Secretary shall be responsible for monitoring club business communications and provide a summary at the monthly Board of Directors meeting. The communications log shall be available for review at all meetings and will be retained.

1.3.2. The Secretary shall be responsible for recording and transcribing meeting minutes and distribution to board members. Email or personal delivery to board members is encouraged as soon as possible following the meetings to allow for feedback and corrections to be advised prior to the next meeting. This is intended to facilitate accurate and timely acceptance of meeting minutes at the following board meeting.

1.4. Treasurer:

1.4.1. The Treasurer shall be responsible for reviewing monthly bank statements, reconciling accounts and providing detailed transaction reports to the Board at monthly meetings or for special meetings. Monthly HOA Community Solutions and Northwest Water Systems financial reports shall be reviewed for general oversight. He/she shall sign the statement summaries as evidence of review. Any questions or concerns shall be aired at the next board meeting or sooner as deemed necessary and reflected in the minutes of such meetings. The signed summary sheets shall be retained.

1.4.2. Two (2) signatures are required on the CLCC Water and Club checks in excess of one hundred fifty dollars (\$150.00).

1.4.3. Signatories for all bank accounts shall be mutually determined by the Board at the first meeting following installation of new officers and recorded in the minutes. A letter defining the signatories for accounts shall be drafted and signed by the executive board for presentation to the banks. Old signatories and new signatories shall arrange a meeting at the banks to transfer responsibilities as soon as possible following installation of new Directors or transfer of signatory responsibility.

1.4.4. At least three board members shall be designated to represent CLCC for check writing/approval and other required banking matters.

1.4.5. The desired method of submitting payments is directly to HOA Community Solutions.

1.4.5.1. Membership dues shall be billed once a year on July 1 and payment must be submitted by August 1. Current dues are \$70.00 per lot billed to and paid by the owner of each lot.

1.4.6. The Treasurer shall validate the accuracy for all dues and new member fees in the HOA Community Solutions monthly report.

1.5. Water System Manager:

1.5.1. One or more board members shall be designated as Operations Manager for the Water System. That person or persons shall be responsible for notifying and coordinating with emergency repair companies, and general monitoring of the water system resources.

1.5.2. The operations manager shall post notice of water leaks at the community sign and advise customers of potential leaks in coordination with the water services manager (Northwest Water Systems).

1.6. Community Club Operations Manager/Rules Enforcement:

1.6.1. That person or persons shall be responsible to tracking activities of the club interests including gate openings and closings, coordinating community watch actions, and community liaisons.

1.6.2. Other responsibilities include reporting on the general conditions of the lake properties, organizing work parties, and community outreach and events.

2. Board Meetings: CLCC Board meetings shall follow the Standard code for Parliamentary Procedure for the conduct of meetings. Except for special meetings, an agenda format shall be adopted as follows:

2.1. Opening of the meeting, called to order.

2.2. Recording of board members present and establishment of a quorum. If no quorum is present, the meeting shall be rescheduled and then adjourned. An informal working meeting may proceed but does not constitute a formal board meeting and no resolutions may be raised or passed.

- 2.3. Circulate a member, guest sign in sheet to record those present.
- 2.4. Provide guests the opportunity to speak if that is their intended purpose of attendance. Guests may be required to leave prior to discussion of sensitive community business.
- 2.5. Proceed with agenda designated for the meeting.
- 2.6. Record all topics of discussion including major decisions and motions made, carried, delayed and defeated.
- 2.7. Motion to adjourn .

3. Annual Membership Meeting:

3.1. Agenda:

3.1.2. Call to order, quorum established.

3.1.3. Reading and approval of minutes. The approved minutes shall be marked with "Approved" and the Secretary shall date and initial below. A copy of the authenticated report shall be posted to CLCC Monthly files and the Meeting Minutes Notebook. Discussion shall be limited to addressing the correctness and completeness of the minutes.

3.1.4. Reports submitted, not approved.

3.1.4.1. Secretary's Report – The secretary shall summarize the receipt of major CLCC correspondence, bills, receipts and other noteworthy items.

3.1.4.2. Treasurers Report – The treasurer shall distribute and read the financial reports for the Water and Club finances. Immediate discussion shall be afforded, and shall be amended as necessary. Budget for the year submitted and accepted by membership by majority vote.

3.1.4.3. Vice Presidents Report – The Vice President shall report on general management issues including projects, project planning, news worthy items, etc.

3.1.4.4. Water System Report – The director responsible for water system management shall summarize water system activities and status including events such as flushing (planned and executed), Fire Department Draws, leaks, repairs, and projects. A bi-monthly report shall summarize unaccounted for water between periods and for the calendar year.

3.1.4.5. Community Report – The director responsible for community concerns shall summarize activities, events, and status of issues affecting community. These issues may include but not be limited to lake and park issues, fish, facilities, reports of vandalism and community complaints.

3.1.4.6. Other Special Committee Reports – Directors assigned special committee responsibilities shall have the opportunity to summarize current actions and events of their committee.

3.1.5. Unfinished business. Old Business items shall be revisited for the purposes of completing action. Previous minutes shall be reviewed for outstanding issues and serve as a continuation point for discussion. Each issue, in turn, shall be opened for discussion, addressed for status, determination of closure or identified for further action. Motions for action shall be made and voted upon.

3.1.6. New business. New Business items shall be introduced by the Board of Directors.

3.1.6.1. Preferred method; Any member shall have the right to bring a new business item to the attention of the board by notifying a Director in writing of the specific nature of the new business item. The item will then be placed on the meeting agenda.

3.1.6.2. Any member may make a motion to be discussed, amended and voted on.

3.1.7. Motion to adjourn. Having completed the business before the membership and prior to accepting a motion to adjourn the meeting, the President shall announce the date, time and place of the next meeting. Then the President shall accept a motion to adjourn.

3.2. Voting: All votes of the CLCC shall be by voice vote or show of hands and majority of members in good standing passed.

3.2.1. Nominations from the floor shall be granted. For a member to be eligible to serve as a director, he/she must be a member of CLCC in good standing and must not have been barred from service on the board.

4. Special Board Meeting: to be held immediately after the Annual Membership Meeting.

4.1. Once elections are complete, the board members shall choose their executive member positions from within the board at a meeting held directly after the Annual Membership Meeting.

4.2. Executive Board Posting: Notification shall be made to various business and government officials to identify release of past board member authority and new executive board member introduction. This notification shall be given to as a minimum:

1. North West Water Systems Inc.
2. HOA Community Solutions
3. Attorney
4. USDA

5. Records Management:

5.1. Monthly Records - In keeping with past club practices, all records for each month shall be filed in two folders. One folder contains all records and accounts for the Water System including the financial, legal, accounts receivable, accounts paid, bank accounts, correspondence, and other records associated with the business management of the water system. A second such folder shall be kept for the community club matters including the financial, legal, accounts receivable, accounts paid, bank accounts, correspondence, and other records associated with the business management of the

community assets and interests. Each folder shall be clearly marked for the month, year and record type (water, club). Meeting minutes shall be kept in the Club folder. The treasurers report for water and club the month shall be kept in their respective folders.

5.2 Financial Reports Notebook – A notebook shall be maintained by the Board of Directors and available at all board and membership meetings to contain a copy of the monthly financial reports for a period of at least the last 12 months. Where outstanding long term projects are concerned, such as lawsuits, construction projects, etc. and it is necessary to maintain visibility of expenditures a longer history shall be kept in the book. All original financial reports shall also be maintained in the monthly records. A copy of the annual projected budget shall also be kept in the notebook to assist with monthly tracking of income and expenses against the budgets. The purpose of this book is to aid in decision making for the Board of Directors.

5.3. Meeting Minutes Notebook – A notebook shall be maintained and available at all board and membership meetings to contain copy of all approved meeting minutes spanning a period of at least the last 12 months. Where outstanding long term projects are concerned, such as lawsuits, construction projects, etc. and it is necessary to maintain visibility of projects or actions a longer history shall be kept in the book. All original meeting minutes reports shall also be maintained in the monthly records.

6. Water System Operation

6.1. CLCC Board of Directors shall provide oversight on the operation of the community well system. This shall include tracking of expenditures and actions taken by:

Northwest Water Systems

CLCC Board of Directors and other community members acting on their behalf

State Compliance Actions

USDA Compliance Actions

Others

6.2. Unaccounted for Water under State rules more than 10% “unaccounted for” water loss must be reporting to the state. Unaccounted water is defined as the difference between the gross amount of water delivered from the well water mains and the amount of water recorded as going through the sum of all water meters in the community. The difference could be a water main leak or a badly calibrated main distribution meter.

6.3. Water Usage Audit – CLCC has directed NWS to track unaccounted for water at the end of each billing cycle and take appropriate action for correction.

6.4. Flushing – When NWS flushes portions of the distribution system, any water used for flushing operations will not be counted into the gross amount of water delivered from the well water mains at S01 and S03. Please note beginning and ending source meter readings.

6.5. Fire Department Draws – The fire department must account for all water drawn and report to CLCC for water usage accounting. A meter shall be placed on the main fire hydrant at the fire house to account for monthly water usage.

6.6. Water Main Leaks – See Unaccounted for Water.

6.7. Leaks on homeowner's property:

6.7.1. The following language was provided to CLCC by the USDA – lien holder of CLCC loan accounts:

6.7.1.1. Provide to all of CLCC customers an educational brochure/flyer regarding steps to take to keep pipes from freezing, keep large trees and vegetation away from water lines, etc.

6.7.1.2. Let the homeowners know it is their responsibility to maintain the water line from the meter to their home.

6.7.1.3. Let homeowners know that they are responsible for any water line breaks that occur from the meter to their home, and they are also responsible for the community water that is lost as a result of any breaks that occur from the meter to their house.

6.7.1.4. Keep a record of these educational brochures, and when they were provided. No forgiveness is necessary if the homeowners have been properly educated and you keep a record of your education efforts.

6.7.1.4.1. During the June 2014 Annual Membership Meeting the following policy was adopted by a majority community vote: Forgiveness of Member Water Account Debt: This is at the discretion of the Board of Directors and the community member must address the board.

1. Provided a member is in good standing there is the ability to grant a “One Time” forgiveness of a portion of a water bill where a failure (i.e. water line break) resulted in an inordinate use of water.
2. The forgiveness of the basic rate established by the CLCC cannot be waived or changed as this provides for the maintenance, upkeep and loan repayment for the water system.
3. The reduced amount above the basic rate, in one billing cycle, shall not exceed 50% of the outstanding balance or \$2,000, whichever is less.
4. The water loss cannot be caused by a natural disaster and the homeowner’s policy must not cover the damage.

6.8. Various daily and weekly chlorination tasks are required to sustain water quality and meet the requirements of governmental regulations. CLCC is responsible for the daily free chloride testing, while NWS is responsible for all weekly chlorination tasks.

6.9. Water System Maintenance (leaks, repairs, etc.)

6.9.1. Emergency Repairs; CLCC has authorized NWS and Nicholson Drilling to effect emergent repairs in our Contract Terms and Conditions.

6.9.2. Event of a Power Outage; CLCC Water Operations Manager will liaison with PUD3 to determine need to run generator to provide adequate system pressure.

6.9.3. Non-Emergency Repairs; ; CLCC has authorized NWS and Nicholson Drilling to effect non-emergent repairs in our Contract Terms and Conditions.

6.9.4. Preventative Maintenance; ; CLCC has authorized NWS and Nicholson Drilling to effect preventative maintenance repairs in our Contract Terms and Conditions.

6.10. Major Projects and Systems/facility upgrades: Bids, contracts, permits, inspections, payments.

6.10.1. Major Projects and any work that requires modification to the main water lines, storage tanks, pump facilities.

6.10.2. All major projects shall require at least 3 bids be submitted for evaluation.

6.10.3. CLCC shall provide sufficient written detail of the work required to allow competitive bids to include realistic estimates of cost and schedule detail.

6.10.4. CLCC shall ensure that the contractor selected is properly licensed, carries a performance bond greater than the value of the contract considered.

6.10.5. CLCC shall check with the county and / or other governmental agencies for permitting requirements to ensure proper compliance with laws and regulations.

6.10.6. CLCC shall acquire all necessary permits prior to commencing work.

6.10.7. CLCC Board of Directors shall designate a director to act as oversight and coordinator for all required work inspections.

6.10.8. In the event of a red tag by governmental or other controlling agencies, no additional funds will be approved or dispersed until full Board of Directors has been apprised of the situation and some form of remedy has been successfully completed.

6.10.9. Final payment of at least 20% shall be withheld until the project is completed and all required inspections have been approved.

6.11. The CLCC Articles and Bylaws include a Water Users Agreement. Under the provisions of this agreement, owners of certain lots decided not to have a water meter installed during initial water system activation.

6.11.1. Meters added to the system after the initial water system activation period shall be subject to a minimum connection charge of \$2750.00.

6.11.2. Owners of lots who elected not to have a meter installed are obligated to pay a nominal monthly charge (\$12.00). The fees paid to account for these lots shall accrue as an escrow amount and shall be applied toward the total bill to offset the connection charge.

6.11.3. In the event that connection charges exceed the nominal connection charge, the lot owner shall be obligated to pay these charges.

6.11.4. In the event that accrued value exceeds the minimum connection charge, no refund or value shall be given the lot owner.

7. Community rules for lake, facilities and housing area.

7.1. Collins Lake is defined as a “Restricted Lake” regarding the use of internal combustion motors per Mason County 9.04.420.

7.2. Fish:

7.2.1. Each year, there is a general allocation of funds set aside for the purchase of Lake Fish. During the June 2015 Annual Membership Meeting the following policy was adopted by a majority community vote: “Stock Collins Lake with 500 9”-11” fish in March and October each year for 5 years from March 2016 to October 2021, for a total of 1,000 fish per year. The process will be initiated the 1st of March and October by either the Collins Lake Community Club or upon their request the HOA management team.”

7.2.2. Collins Lake is an “Unlisted Lake” and fishing is open for fishing year-round as described in “Westside Lakes – Special Rules” as contained in Washington Sport Fishing Rules.

7.3. Park Access Gates

7.3.1. Access gates are opened by code. All members in good standing will be supplied the current code.

7.4. Collins Lake Community Club rules:

7.4.1. Class A rules:

7.4.1.1. Quiet hours shall be 11:00 P.M. to 7:00 A.M.

7.4.1.2 Fireworks rules: Fireworks used at Collins Lake shall be consistent with Washington State Law, RCW 70.77.311 as follows;

12:00 noon - 11:00 PM - June 28th
9:00 AM - 11:00 PM - June 29th -July 3rd
9:00 AM - 12:00 Mid-night - July 4th
9:00 AM - 11:00 PM - July 5th
6:00 PM December 31st - 1:00 AM January 1st.

7.4.1.3. Outdoor Fireplaces shall be built to Forest Service specifications. Burn barrels are permitted per Mason County ordinances.

7.4.2. Class B rules:

7.4.2.1. Animal/Dog ownership responsibilities:

7.4.2.1.1. Owners or keepers of any animal will not allow such animal or any dog to enter or trespass onto private property of another without the express permission of the owner or caretaker of said property; or to allow said animal or dog to run at large onto any public property or the public right-of-way within Collins Lake Community Club.

7.4.2.1.2. All animals and dogs shall be under the immediate physical restraint of a competent person by tether or leash of 10 feet or less in length when not on the owners/renters property.

7.4.3. CLCC lots shall be maintained according to Protective Covenants, By-Laws and all state and county laws and ordinances.

7.4.4. Firearms shall not be discharged within Collins Lake Community Club.

7.5. Enforcement of rules:

7.5.1. Class A rules:

1st offense - Warning

2nd offense - \$50.00

3rd offense or more - \$50.00 per each offense.

7.5.2. Class B rules:

1st offense - warning

2nd offense - \$200.00

3rd offense or more - \$200.00 per each offense.

7.6. Administration of enforcements:

7.6.1. Any member may file a complaint which must be a written explanation of the incident, accompanied by a picture of the offending property, person, animal or dog with digital or printed file to include date and time of offense. Complaint must be submitted within one week (7 days) from the date of infraction, that date being day one. Complaint forms will be available on the web site or may be requested from the Community Club Operations Manager.

7.6.2. The complaint will be submitted to the Community Club Operations Manager who will be responsible for registering receipt of complaint, sending to HOA Community Solutions within 3 days for delivery by registered mail to offending member.

7.6.3. Payment of fine will be within 45 days of receipt of complaint by the offending member. After the 45 days have passed a late fee of 1% of the total amount will be placed on the account and repeated every month until the account is paid or payment schedule has been agreed upon.

7.6.4. The offending member may appeal the offense within the first 45 days. Such appeal would then be heard by a Hearing Committee appointed by the Board and convened within the following 45 days. The Hearing Committee will submit its findings to the Board and a final disposition will be made. If an appeal is not submitted within the first 45 days the fine will be enforced and no appeal will be allowed.

This document will take effect 30 days from mailing to each member of Collins Lake Community Club.